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IBM Lotus Workplace Messaging 1.0

Highlights

■ *Delivers affordable, standards-based, easy-to-use messaging with end-to-end encryption and additional security features to deskless employees to help save time, money and increase productivity*

■ *Helps decrease total cost of ownership through lower acquisition and support costs, high scalability, multiple platform support, user-friendly browser interface, low-touch client deployments and more*

■ *Includes all IBM software you need in one package*

■ *Integrates with various messaging and directory infrastructures using LDAP and SMTP open standards*

■ *Offers standards-based messaging built on proven WebSphere and DB2 technology*

■ *Provides standards-based security features to help protect kiosk-based deployment*

■ *Supports WebSphere Portal, enabling messaging to be included in portal-based solutions*

Help boost productivity with more efficient communications

Many employees in industries like manufacturing, retail, distribution or banking often have limited or no access to their organizations' electronic business communications. These deskless employees can include retail clerks, factory floor workers or bank tellers who don't have dedicated computers or access to e-mail — which makes receiving and responding to critical business information efficiently a challenge. For example, your company hand delivering printed weekly work schedules or mailing benefits information can be costly and time-consuming, and can ultimately decrease the productivity of your deskless employees.

Organizations need a user-friendly, cost-effective way to communicate electronically with these employees. With little or no training and support. And IT administrators need a solution that is reliable, security rich and easy to deploy and manage. A solution that coexists alongside the current messaging infrastructure, giving them the ability to leverage IT investments.

Help extend electronic messaging to deskless employees

IBM Lotus® Workplace Messaging™ is a new, easy-to-use, cost-effective messaging solution designed specifically to help communicate information to deskless employees. So everyone in your organization can stay connected and communicate more effectively. Based on industry standards like Lightweight Directory Access Protocol (LDAP) and Simple Mail Transfer Protocol (SMTP), Lotus Workplace Messaging is easy to integrate with your existing messaging infrastructure. Or it can be used as a standalone messaging solution. And the standards-centric architecture and built-in, user-friendly functions can help lower your total cost of ownership by giving you choices in hardware and software platforms.

The simple, browser-based user interface helps make it simple to learn and use. Because it leverages industry-proven solutions like IBM WebSphere® Application Server and IBM DB2® Universal Database™, Lotus Workplace Messaging is easy to manage and helps protect your communications and assets with standards-based security features, including single sign-on, logout session termination and spam protection.

As we enter the era of e-business on demand™, your employees need to increase their responsiveness to your business and customer needs. If your staff can't communicate efficiently, your ability to satisfy customer demands is likely impeded. Employee productivity, morale and retention may be compromised. You can implement Lotus Workplace Messaging to help drive more efficient and effective communications with your deskless workers. For example, distributing the latest design specifications instantly to the assembly line can help keep production moving. Electronically distributing human resources information can help cut traffic in and out of the human resources office — and enable employees to respond faster to other time-sensitive business-related activities.

Flexible deployment options and the simple user interface of Lotus Workplace Messaging provide convenient access to e-mail through shared workstations, kiosks and portals. Helping you to distribute information more effectively and enabling employees to respond faster. And with Lotus Workplace Messaging, your staff can communicate for less money by eliminating the need for traditional mail and paper-based communications.

Rely on proven technology for a scalable and flexible solution

Lotus Workplace Messaging is built on reliable, industry-proven technology like IBM WebSphere Application Server, DB2 Universal Database and the Java™ 2 Platform, Enterprise Edition (J2EE) application framework. WebSphere Application Server is a high-performance Internet standards-based transaction engine that supports dynamic e-business applications like Lotus Workplace Messaging. Using this open and scalable server can help your infrastructure extend to accommodate your growing e-business needs, which means you can more easily integrate other standards-based e-business applications within your enterprise when you're ready. You can meet your customers' demands for faster response times and have the ability to customize solutions less expensively, because you'll already have a foundation on which to add solutions.

DB2 Universal Database is the relational database management system from IBM used to access, store and analyze data, enabling you to leverage information on demand. Lotus Workplace Messaging utilizes DB2 Universal Database as the relational message store, taking advantage of its backup and recovery capabilities, and can easily be configured for regularly scheduled backup processes.

J2EE technology can help increase the flexibility, scalability and performance of your messaging infrastructure. The Lotus Workplace Messaging client user interface uses J2EE technology for page composition and for connecting to WebSphere Application Server. Using JavaServer Pages for the layout of Web pages helps provide dynamic page composition.

Leveraging J2EE technology can help increase the scalability of your infrastructure. Because extensions to the page composition model are written in Java code, a cross-platform language, you can support other WebSphere Application Server platforms. Plus, the HTTP request and response mechanism within J2EE technology—along with browser

capabilities—allows Lotus Workplace Messaging to control which items are cached by the browser. So Lotus Workplace Messaging can prevent personal information from being cached while caching JavaScript files and other content related to page layouts to help improve browser performance and help minimize server load.

Help minimize end-user training with a simple user interface

A simplified user experience helps reduce the amount of end-user training you'll need to provide. For example, a menu bar drops down to display all basic e-mail operations. Users can easily point and click to select addresses from the primary LDAP directory, secondary LDAP directories or personal address books. Or they can

add one or more names to their contact lists. So your users can quickly begin using their new messaging solution with little or no training, helping reduce costs.

The primary user interface is browser based and can be deployed one of two ways, depending on your preference and needs. You can deploy Lotus Workplace Messaging for straightforward, full-page browser access to user e-mail and personal address books. Or you can deploy it as a portlet—with IBM WebSphere Portal—that lets users view e-mail in one frame within a browser. For example, users can see e-mail in one frame within your corporate intranet page and the company bulletin board in another frame. So users can quickly access Lotus Workplace Messaging from the Web on any browser-enabled computer.
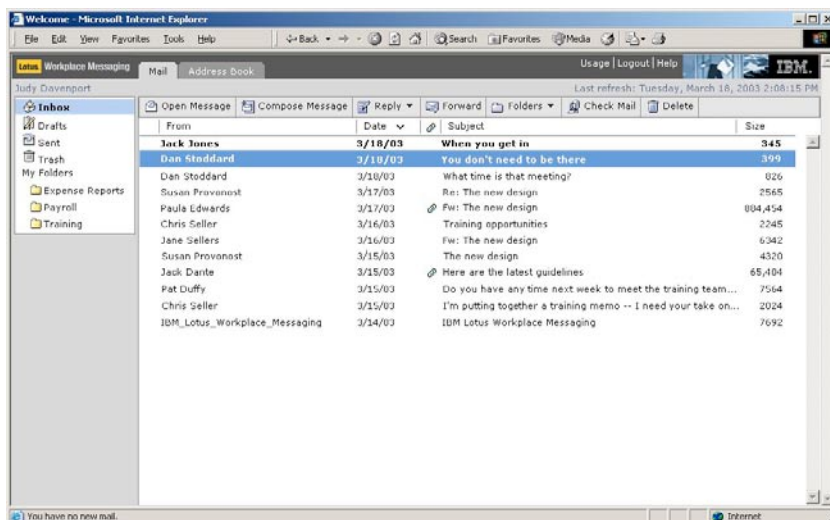
Simple, easy-to-use, Web browser-based e-mail provides all the essential features to help end users become more productive.

Integrate with your existing directory and messaging infrastructure

Leveraging your current IT investment is critical to reducing costs and can help simplify deployment. Lotus Workplace Messaging helps enable you to integrate with any standards-based messaging infrastructure, including IBM Lotus Domino™ or Microsoft® Exchange, by using industry standards like LDAP and SMTP. You can use your existing Domino Directory or any other LDAP, Version 3-compliant directory—like IBM Directory Server (provided with Lotus Workplace Messaging)—to easily connect Lotus Workplace Messaging to your existing directory infrastructure. This eliminates the need to invest in a separate internal directory with redundant attributes. And helps you leverage your existing LDAP capabilities and knowledge so potentially you don't need to spend more money or time learning new skills. A standard LDAP directory also helps you transparently merge your existing messaging solution—like Lotus Domino—and the new Lotus Workplace Messaging so existing and new users can communicate electronically with each other by locating e-mail addresses across multiple LDAP directories.

Using the latest SMTP and Multi-purpose Internet Mail Extension (MIME) standards for transporting Internet e-mail lets Lotus Workplace Messaging users send and receive e-mail messages reliably. And with high interoperability with other messaging systems like Lotus Domino and Exchange.

Lotus Workplace Messaging also helps enable you to use other industry standards, including POP3, Secure Sockets Layer (SSL) and HTTP, to integrate effectively. These standards—along with Lotus Workplace Messaging—help deliver the flexibility needed to let you choose standards-based clients or browsers, or deploy the type and level of security features required to suit your infrastructure needs.
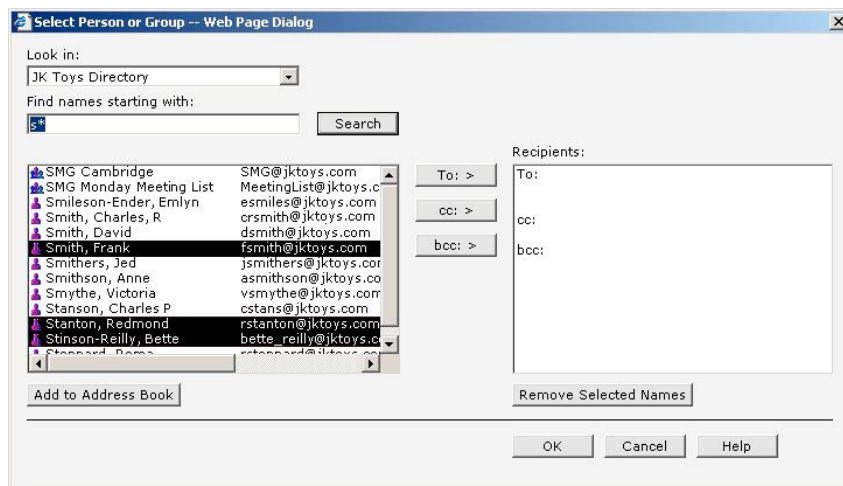
Standards-based LDAP support means users can easily look up and select addresses from the enterprisewide LDAP directory.

**Help increase IT efficiency with simple deployment and administration**

Several components of Lotus Workplace Messaging can help simplify administration. Using standard LDAP or SMTP protocols makes Lotus Workplace Messaging easy to deploy and integrate. Browser-based access helps reduce the need to deploy software on each desktop system. IBM WebSphere Administrative Console helps you easily manage the Lotus Workplace Messaging system because you can create user-configuration templates to set up new user accounts. It lets you configure information like the user's disk storage quota, policies for dealing with users who exceed their quotas and other per-user system attributes. A scriptable interface provided for all key administration functions helps further extend and automate administration capabilities. IBM Tivoli® Performance Viewer, included with WebSphere Application Server, helps enable you to monitor the system's health and performance from a central location. And you can manage Lotus Workplace Messaging functions remotely through a Web browser, so you don't have to physically visit each desktop system. All to help reduce administrator tasks, which can save time and help decrease your total cost of ownership.

Help protect your investment with proven security features

Lotus Workplace Messaging is fully integrated with WebSphere Application Server security features and IBM Tivoli Access Manager to help maintain content confidentiality, user authentication and data integrity. Security features include:

- *Single sign-on for quick user logons*
- *Session time-outs and the reentry of logons to help protect user privacy*
- *Logoff session termination to help prevent users from viewing others' potentially sensitive information*
- *SSL for session encryption between client and server connections to help keep data secure*
- *Spam-prevention features like a realtime black hole list, reverse Internet Protocol (IP) lookup, domain verification, deny and allow lists and data-source name controls*
- *Active content filter for applets, embedded objects and scripts*
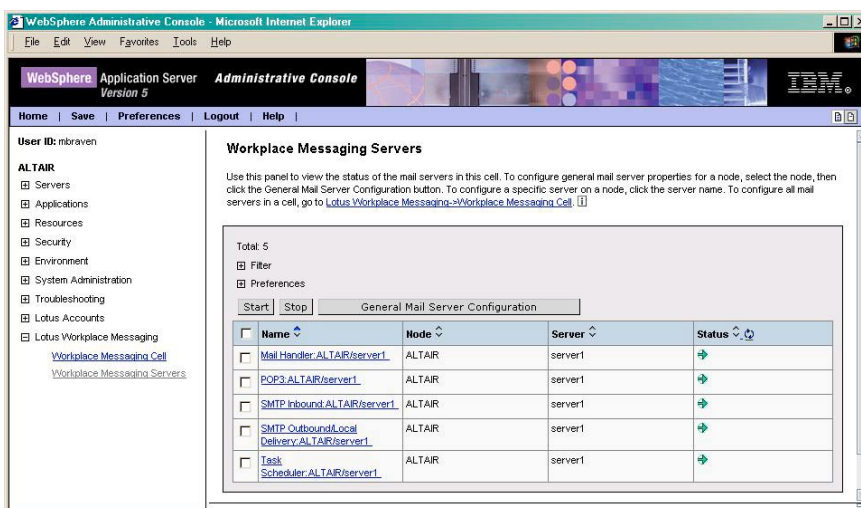
Flexible server administration and configuration activities can be easily managed using a Web browser and WebSphere Administrative Console.

**Help connect deskless employees
for less money**

In addition to lowering costs by leveraging your existing directory and messaging infrastructure, Lotus Workplace Messaging offers one of the most cost-effective messaging solutions available today. The increased scalability of WebSphere and DB2 technology can help reduce hardware, software and administrative costs. Lotus Workplace Messaging can also help reduce your total cost of ownership by eliminating the costs associated with printed materials, postage and other traditional means of communication.

**Leverage more functions
in future releases**

Subsequent releases of Lotus Workplace Messaging will offer additional functionality and value that include:

Extended portal support

Lotus Workplace Messaging will offer more flexible client deployment models. By supporting WebSphere Portal, you can also present messaging functions as individual portlets, or frames.

For example, there can be a portlet for the user's e-mail inbox, one for the calendar and one for the personal address book. Or any combination of these with other business application functions, depending on how you decide to deploy the portals. So you can choose the deployment model that best meets your company's needs.

Calendar and scheduling

Future releases of Lotus Workplace Messaging will also support standards-based calendar and scheduling capabilities. The calendar feature will be implemented using the iCalendar standard, which gives end users a standards-based calendar model for sending and receiving calendar messages just like standard e-mail messages. iCalendar support will enable interoperation with other Internet or intranet clients—like IBM Lotus Notes® 6—that support the same iCalendar standard.

Offline support using IMAP

Internet Message Access Protocol (IMAP) provides high flexibility for end users by enabling them to work online and offline. Users can connect to the server's mail file directly—in online

mode—without having to download messages. This gives users connected over IP instant access to their e-mail. IMAP also provides an offline access mode so users can work even if they can't get online. The offline mode allows users to synchronize local mail-file changes made during offline use with their server mail files, helping to keep local and server copies of the mail file consistent. IMAP standards can also prevent prolonged storage of e-mail on your back-end mail systems because users frequently log on and download messages to their local clients.

Linux platform support

Planned support for Linux® can help lower your total cost of ownership by giving you more choices in platforms and vendors.

Hosting flexibility

With Lotus Workplace Messaging, you'll also be able to choose where to base your Internet service—with either an onsite or hosted Internet service. This option lets you decide which approach is more efficient and cost-effective for your company.

Additional security features

Additional security features are expected to become available in future releases of Lotus Workplace Messaging. For example, the ability to encrypt mail content using the S/MIME standard for e-mail encryption can help prevent e-mail from being compromised. S/MIME offers a high level of message protection because it encrypts messages before they are submitted to SMTP for transport.

Accelerate time to value

Before deploying Lotus Workplace Messaging, IBM Software Services for Lotus specialists can evaluate your infrastructure with the Lotus Workplace Messaging assessment and provide recommendations to help speed deployment, mitigate risks and reduce costs. For example, to help properly integrate Lotus Workplace Messaging into your enterprise, the specialists can verify that key directory attributes are defined. And they can help you consider how a new messaging system will route internal and external mail and how that routing should be effectively integrated with existing systems.

To build a successful foundation for Lotus Workplace Messaging, IBM Software Services for Lotus experts can provide deployment and health-check services focused on:

- *Workload planning*
- *Capacity planning*
- *Horizontal- and vertical-scaling options*
- *Plans for single- or multiple-cell deployment*
- *Hands-on installation of all software components*

IBM Software Services for Lotus specialists can also help you integrate the Lotus Workplace Messaging deployment into production operations and help you simplify:

- *Administration*
- *Data backup and recovery environments*
- *Reviewing and defining procedures for problem resolution and escalation*
- *Help-desk troubleshooting*
- *Other key functions*

And if your plan requires exposing your Lotus Workplace Messaging environment to external networks, IBM Software Services for Lotus experts can help you integrate the new messaging infrastructure into your existing extranet access architecture—or customize an access solution that is aligned with your needs.

Let IBM deliver your messaging solution

Built on proven open and scalable technology, Lotus Workplace Messaging delivers a fully integrated next-generation messaging solution to potential users. You can leverage this technology from IBM to continue growing your organization and help gain a competitive advantage. With Lotus Workplace Messaging, you'll have the ability to adapt to evolving IT and on demand business needs.

For more information

To learn more about IBM Lotus Workplace Messaging, visit:

ibm.com/lotus/workplacemessaging

IBM Lotus Workplace Messaging at a glance

Server requirements

Server software included with Lotus Workplace Messaging
- IBM WebSphere Application Server Network Deployment, Version 5.0
- IBM DB2 Enterprise Server Edition, Version 7.2 with Fix Pack 7
- IBM Directory Server, Version 4.1.1

Supported operating systems
- IBM AIX® operating system, Version 5.1 with 5100-02 maintenance pack
- IBM AIX operating system, Version 5.2
- Microsoft Windows® 2000 Advanced Server operating system with Service Pack 3 or higher
- Microsoft Windows 2000 Server operating system with Service Pack 3 or higher

Recommended hardware (Windows 2000 Advanced Server operating system)
- 2GHz or faster processor
- 1GB or more of memory
- 30MB or more of disk space (60MB of temporary disk space) for installation
- Additional DB2 disk storage required for Lotus Workplace Messaging DB2 e-mail message repository

Sample high-performance configuration (Windows 2000 Advanced Server operating system)
- IBM @server™ xSeries® 255
- Intel® Xeon 4-way with 2GHz processors
- 3GB RAM
- Three 36GB Ultra 160 SCSI hard disk drives

Recommended hardware (AIX operating system)
- IBM @server pSeries™ 630 Model 6E4
- Four 1.45GHz processors
- 4GB RAM
- 36GB disk storage space (additional space may be required if DB2 Universal Database is located on the same machine)

Supported LDAP directories
- IBM Directory Server, Version 4.1.1
- IBM Lotus Domino Directory, Version 5.0.11
- Lotus Domino Directory, Version 6 (available second half of 2003)
- Microsoft Active Directory (available second half of 2003)

Client requirements

Supported clients
- Microsoft Windows 2000 Professional with Service Pack 3
- Microsoft Windows 98

Supported Internet browsers
- Microsoft Internet Explorer, Version 6.0
- Microsoft Internet Explorer, Version 5.5 with Service Pack 2
- Netscape Navigator, Versions 4.7 and 6 (for Internet mailbox portlet in WebSphere Portal)

Supported POP3 clients
- IBM Lotus Notes 6
- Microsoft Outlook Express, Version 6

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